

PROGRAM HIGHLIGHTS:

Internet-Based Assistance

Workforce System Results

March 31, 2006

CareerOneStop Portal



The CareerOneStop Portal, www.careeronestop.org, provides a single point of access to the content of the national electronic tools by customer and topic areas. The CareerOneStop consists of the following three sites:

AMERICA'S JOB BANK

America's Job Bank, www.ajb.org, is an electronic job resource where employers can post their jobs and search for resumes, and where job seekers can search for jobs and post their resumes, all without charge.

Highlights for the Quarter:

- AJB received 16.2 million visits during the January-March 2006 quarter and delivered 189 million page views to its customers during this period.



Visit

A visit begins when a visitor views their first Web page on a site and ends when the visitor leaves the site. It is a better indicator of how much traffic a site is getting than "hits."

Page View

A page view is what appears on the screen after a user performs an action on a site and serves as a proxy for the quantity of information services provided to customers using a site.

AMERICA'S CAREER INFO.NET

America's Career InfoNet, www.acinet.org, is a resource that offers a wide array of current and accurate career and labor market information, as well as 12 career planning tools.

Highlights for the Quarter:

- America's Career InfoNet received 2.2 million visits during the January-March 2006 quarter and delivered 16.7 million page views to its customers during this period, a 26 percent increase in visits and a 16 percent increase in page views over the previous quarter.
- An improved Job Description Writer tool that enables employers and human resource professionals to create and save custom job descriptions in a range of formats is now available. Users have the option of integrating knowledge, tasks, work activities, and work context material from the O*NET system into their job descriptions.
- America's Career InfoNet integrated the O*NET system's new Tools and Technology data into an easy to use report tool. The tool enables users to quickly generate a report of cutting-edge machines, equipment, tools, and software that workers may use in high-demand occupations.
- A redesigned Skills Profiler tool is now available to streamline the process for generating a list of occupations based on customized skills selections. The update is uniquely suited to the needs of workers undergoing layoffs or other workplace transitions and the rapid response providers who assist them.



AMERICA'S SERVICE LOCATOR

America's Service Locator, www.servicelocator.org, is a tool that directs citizens to available workforce services and information at the Federal, state, and local levels; it is the link between the "clicks" of virtual service delivery and the "bricks" of the physical One-Stop Career Center system.

Highlights for the Quarter:

- The operating status of the One-Stop offices and other services in hurricane-impacted areas continues to be updated and maintained on a daily basis to ensure users had the latest information on the availability of workforce services in these areas.



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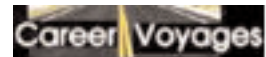
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- The ETA Toll Free Help Line (1-877-US2-JOBS), a public information companion to the Service Locator, answered 61,570 telephone calls on workforce issues and answered over 33,500 questions concerning Unemployment Insurance issues. Calls concerning hurricane issues decreased considerably for this quarter, but the contact center still handled over 5,300 hurricane-related calls.
- America's Service Locator received over 589,000 visits during the January-March quarter and delivered 8.1 million page views to its customers during this period. The latter was a 43 percent increase in page views over the previous quarter.
- Via the communication database, 24,384 individual e-mails were sent to key stakeholders in the workforce development system from January through March. This is eight times the amount sent in the previous quarter; many of these e-mails concerned the upcoming Workforce Innovations Conference.

Career Voyages



Career Voyages, www.careervoyages.gov, is a site designed to provide information on high-growth, in-demand occupations, along with the skills and education needed to attain those jobs. It is the result of the collaboration between the Department of Labor and the Department of Education. While Career Voyages provides value to all Americans, it especially targets four groups: Students, Parents, Career Advisors, and Career Changers.

Highlights for the Quarter:

- New content and partnerships were created in Advanced Manufacturing, Automotive, Energy, and Hospitality high-demand industries.
- Major updates and enhancements were made to the Industry Occupation Tables including the 2004-2014 wage and employment estimates, downloadable tables, and a more representative display of typical education for each occupation.
- Career Voyages received 378,000 visits during the January-March quarter and delivered 2.2 million page views to its customers during this period, a 23 percent increase in visits over the previous quarter.

O*NET OnLine



O*NET OnLine, <http://online.onetcenter.org>, provides detailed information on occupational characteristics and skill requirements, and a common occupational language to facilitate effective communication about workforce needs between the workforce investment community and its partners in education, business, and economic development.

Highlights for the Quarter:

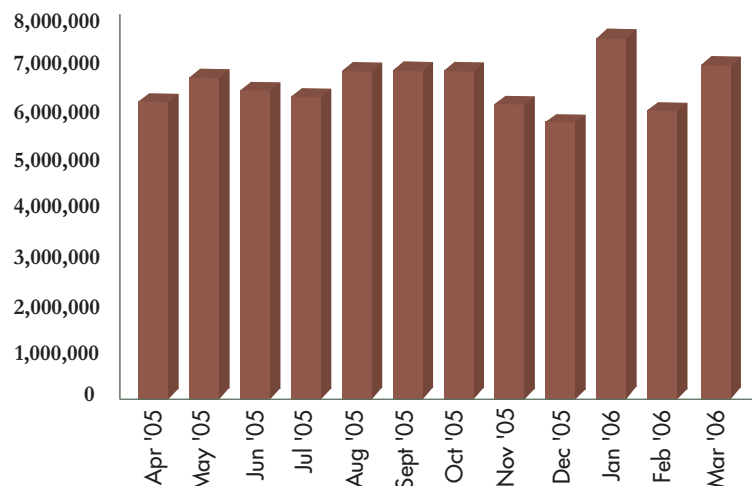
- The National O*NET Center introduced two enhancements to the O*NET Online application. Users can generate lists of occupations found in the Department's high-growth industries and search for occupations related to a specific Classification of Instructional Programs (CIP) code.
- The O*NET Web sites received 2 million visits during the January-March 2006 quarter, an increase of 31 percent over the previous quarter, and delivered 8.6 million page views to its customers during the period, an increase of 12 percent over the previous quarter.
- Downloads of O*NET products provide a means of making O*NET information available. Both public and private vendors develop products using O*NET that reach millions of customers. There were 18,824 downloads of the O*NET database and O*NET Career Exploration Tool files.

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Visits to the CareerOneStop, Career Voyages, and O*NET Web sites trended upward in the January-March 2006 quarter by over 3.6 million visits compared to the previous quarter. Visits are an indicator of how much traffic the sites are getting and how many people received information services.

Number of Visits to the CareerOneStop, CareerVoyages, and O*NET Web Sites



Page views trended upward compared to the previous quarter, resulting in a net increase of over 18 million page views. Page views serve as a proxy for the quantity of information provided to the Web sites' visitors.

Number of Page Views to the CareerOneStop, CareerVoyages, and O*NET Web Sites

